RESIDENT CHARGES POLICY
City of Des Moines Municipal Housing Agency

Residents shall be informed of the resident charges policy during the interview conducted on the date and time the dwelling lease agreement is executed.

I. Rent:

1. Rents shall be due and payable in full on the first calendar day of each month and must be paid in full no later than the 7th calendar day of each month.

2. On the eighth (8th) calendar day of each month, a $30.00 late fee will be charged and a notice initiating eviction proceedings will be sent to each resident whose rent has not been received.

3. A resident shall be subject to non-renewal of their lease after three (3) instances of late payment of rent within a twelve- (12) month period.

4. Once initiated, an eviction action may not be stopped unless all rent and charges are paid in full. No partial payment of the balance due will be accepted unless prior arrangements have been made with the appropriate Senior Housing Case Manager and approved by the supervisor.

5. All expenses incurred by the Housing Agency in the processing of an eviction action, not prohibited by law, shall be the responsibility of the resident involved, and shall be added to any balance of rent and charges owed.

6. The Agency will assess a $20.00 charge for any check returned for insufficient funds. Only one (1) non-sufficient funds check in a twelve (12) month period will be allowed, after which, rent must be paid only by cashier's check or money order.

II. Damages:

Replacement of repair costs of dwelling unit facilities or equipment made necessary through the abuse, neglect, or deliberate destruction by the resident of the dwelling unit or guests or friends shall be charged to the resident.

1. Items requiring repair or replacement through normal wear and tear, as determined by the Housing Agency, shall be repaired or replaced at no charge to the resident.

2. Items requiring repair or replacement because of abuse, neglect, or deliberate destruction shall be charged to the resident.

   a) The resident shall be advised that in accordance with the provisions of the dwelling lease agreement and appropriate policy, the charges will be due thirty (30) calendar days from the date of the Charge Tenant Account (CTA) notice sent to the resident.

   b) Should the charges be disputed, the resident shall be given the opportunity to request a hearing.
c) Repairs or replacement of items(s) shall be charged in accordance with the DMMHA's "Schedule of Damage Charges".

III. Charges of Utilities

Prior to Move-in

Residents in family units are responsible for paying their own utilities. They are responsible for contacting the utility company to put the electricity, water/sewer and gas utilities in their name.

1. A complete utility verification form must be given to the Senior Housing Case Manager before the lease can be executed.

Upon Move-out

The resident is also responsible for contacting the utility company to turn utilities back over to the Agency upon move-out.

1. If the resident fails to make the final payment or fails to transfer utilities back to the Agency on the move-out date (date keys are returned), DMMHA will charge the resident's account for amounts due.

If the resident's payments become delinquent, the Agency may pay the utility bill to avoid interruption of service and bill the resident for the payment.

1. DMMHA will charge the tenant's account for the amount of the bill paid by the Agency. The charge will be due from the resident, in full, on the first day of the month following the month in which the charge was placed on the resident's account.

IV. Lock-outs & Key Replacement:

According to the Occupancy Rules and Regulations, resident will be required to pay:

1. A $30.00 service charge for unlocking doors. If lock-out occurs after normal business hours, the service charge for unlocking doors is $60.00.

2. A $5.00 service charge to replace each lost apartment door key, mailbox key, or garage door key. Security keys will be charged at $50.00 for Pass Pointe keys and $20.00 for Medeco keys.

3. DMMHA will charge the resident's account and the charge will be due, thirty (30) calendar days from the date of the Charge Tenant Account (CTA) notice is sent to the resident.
V. Collection:

DMMHA shall enforce the following policy for the recovery of damages and other resident charges.

1. Damage, redecoration or renovation repairs reported or observed during a dwelling unit inspection which have been restored at DMMHA expense will be billed to the resident. Payment must be made; in accordance with a DMMHA determined schedule within thirty (30) calendar days from the date of the Charge Tenant Account (CTA) notice is sent to the resident.

2. DMMHA will not provide Rental Assistance nor Public Housing assistance to a family who has an indebtedness to this Housing Agency from previous occupancy until such unpaid balance is paid in full.

3. Residents who move out owing rent and/or other charges to the Housing Agency will be given up to 30 calendar days to remit the balance due to the agency. The agency will send the first invoice to the address on file for the month of move-out. If the former resident has not paid the balance in full, he/she will be sent an invoice the following month. If the former resident still has not paid the balance in full, DMMHA will take other actions to recover the money owed.